eHHR Summary
presented to the Virginia Joint Commission on Technology & Science

Secretary Bill Hazel, HHR

July 17, 2012

eHHR Program

What are the eHHR goals

- Modernize Eligibility and Enrollment services; create a self-service environment to improve service quality and reduce costs
- Create a business framework where new functions can easily be added
- Leverage existing systems that work well
- Recognize that social service policy and workflow are dynamic; need to be flexible
- Reduce paperwork through automation
- Fight fraud and abuse with modern citizen identification tools

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Holistic Implementation

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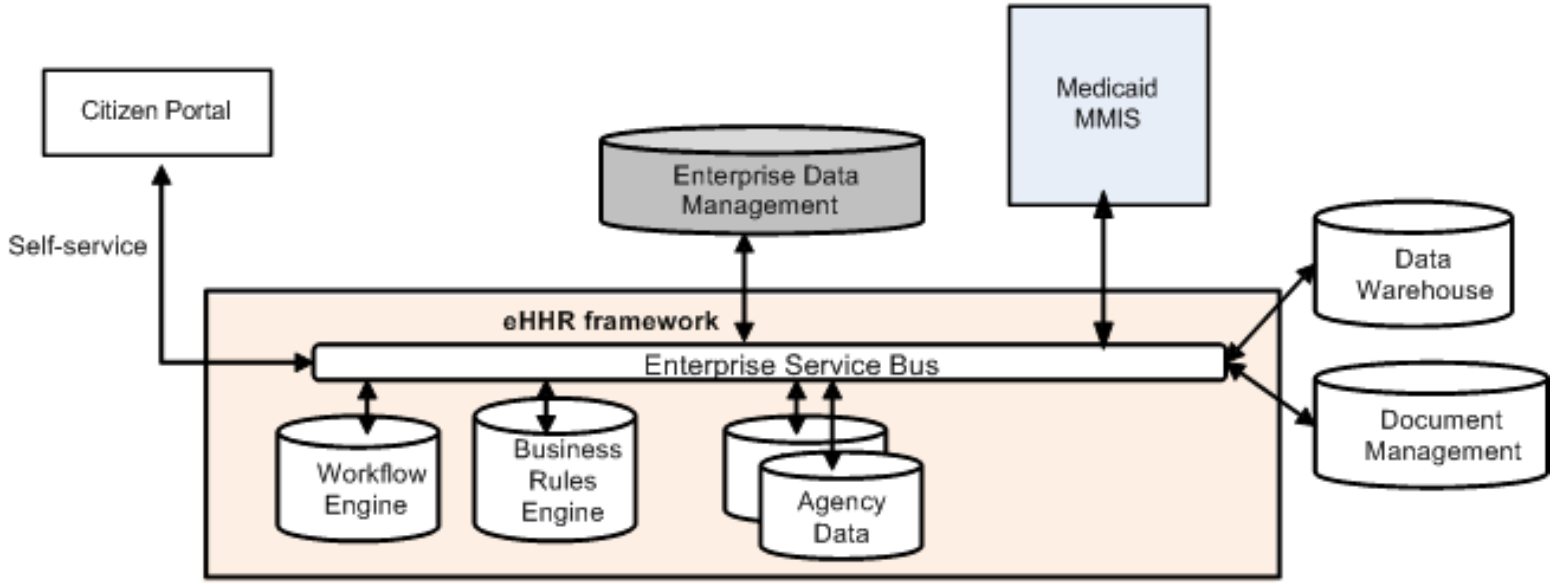
eHHR Technology Vision



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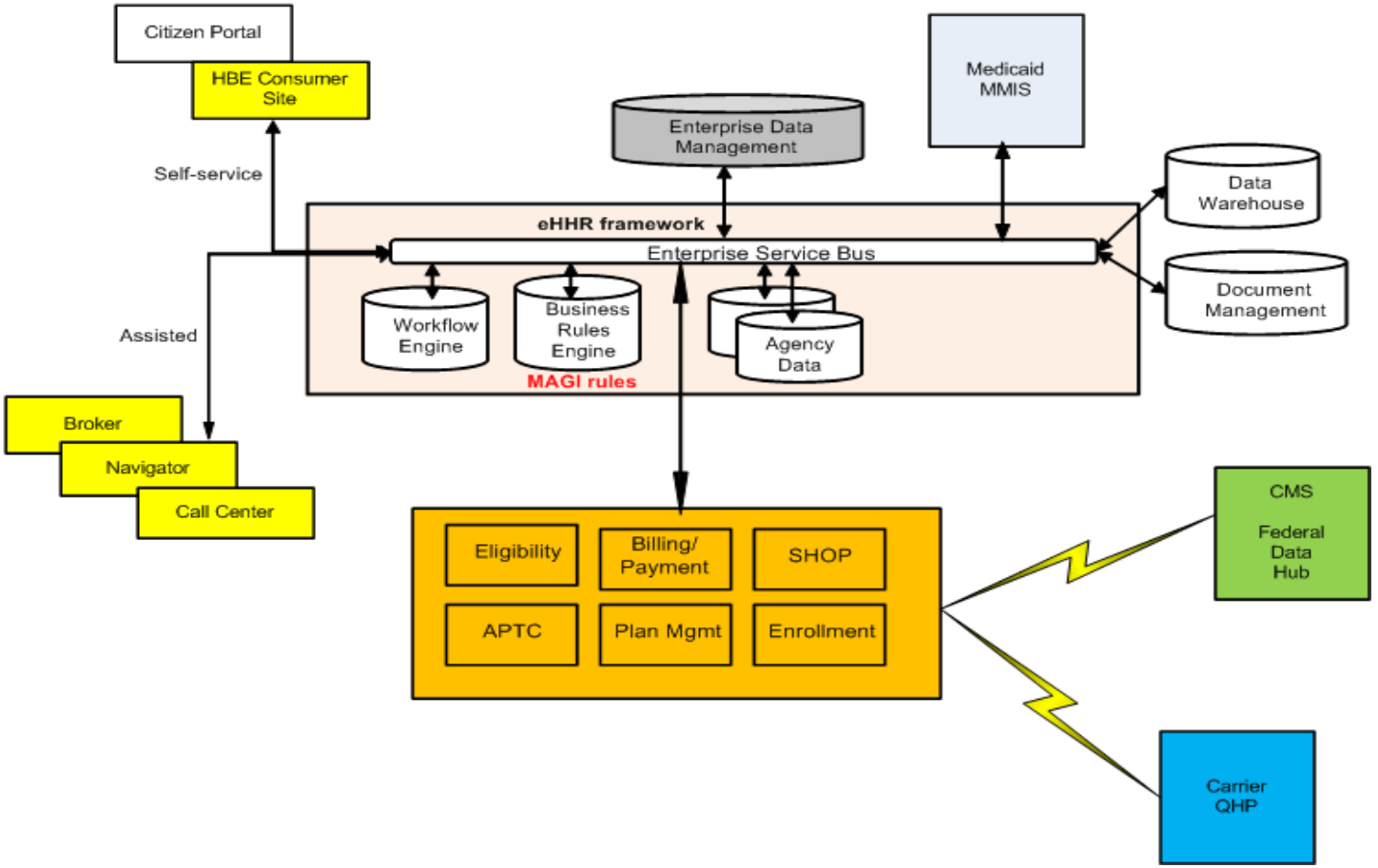
HBE "snap on" if required



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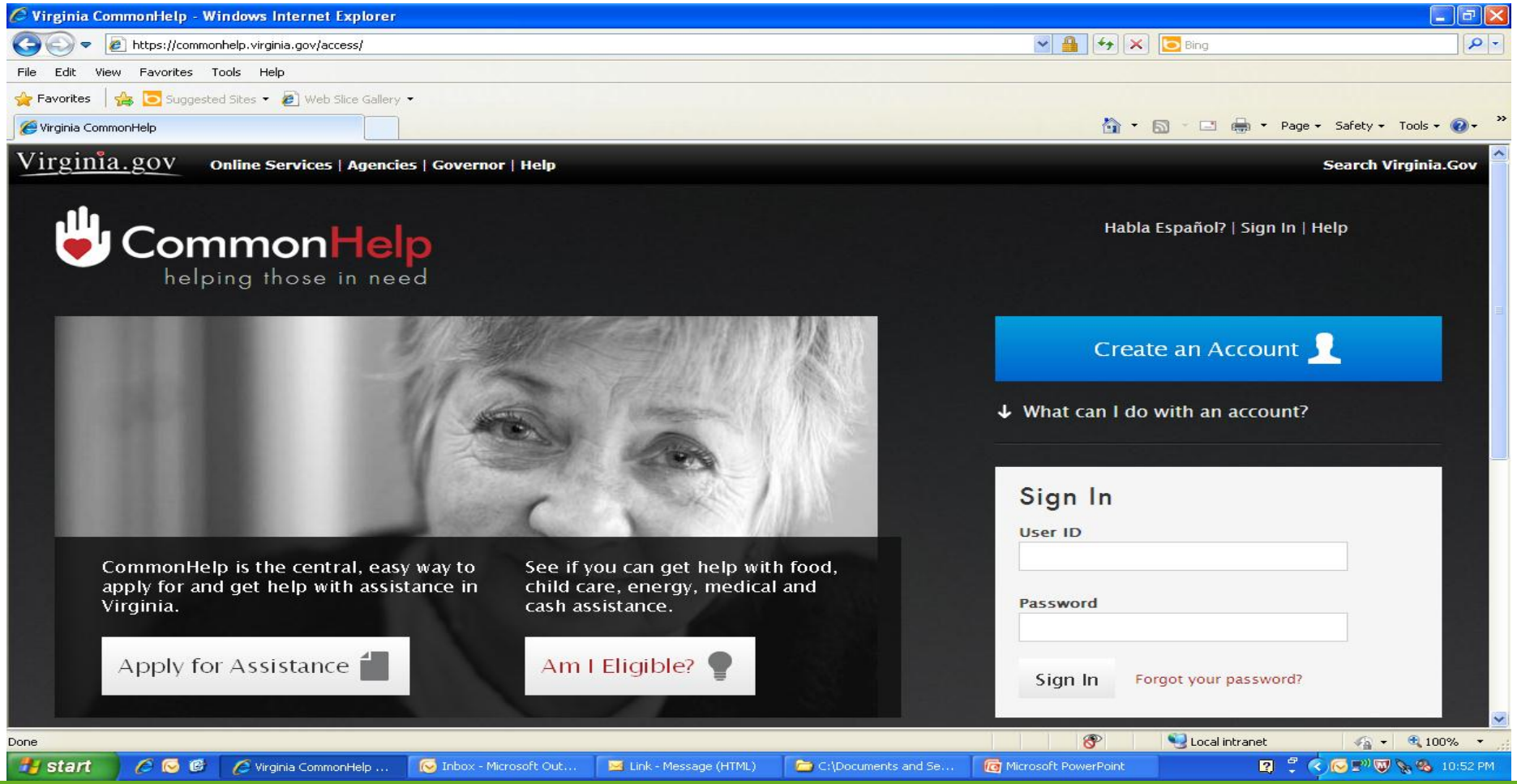
Early Success – CommonHelp



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Challenges on multiple fronts

- Governance
- Program Management
- Strategic Planning
- VITA Project Management
- Data Standards
- Data Stewardship
- Security

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Governance

Secretaries

William A. Hazel Jr, MD	Secretary of Health and Human Resources and HIT/MITA Program Sponsor
Jim Duffey	Secretary of Technology

Agency Heads

Samuel A. Nixon Jr.	Chief Information Officer of the Commonwealth
Cindi Jones	Department of Medical Assistance Services Agency Head
Martin D. Brown	Department of Social Services Agency Head
Richard D. Holcomb	Department of Motor Vehicles Commissioner
Richard F. Sliwoski, P.E.	Department of General Services Director

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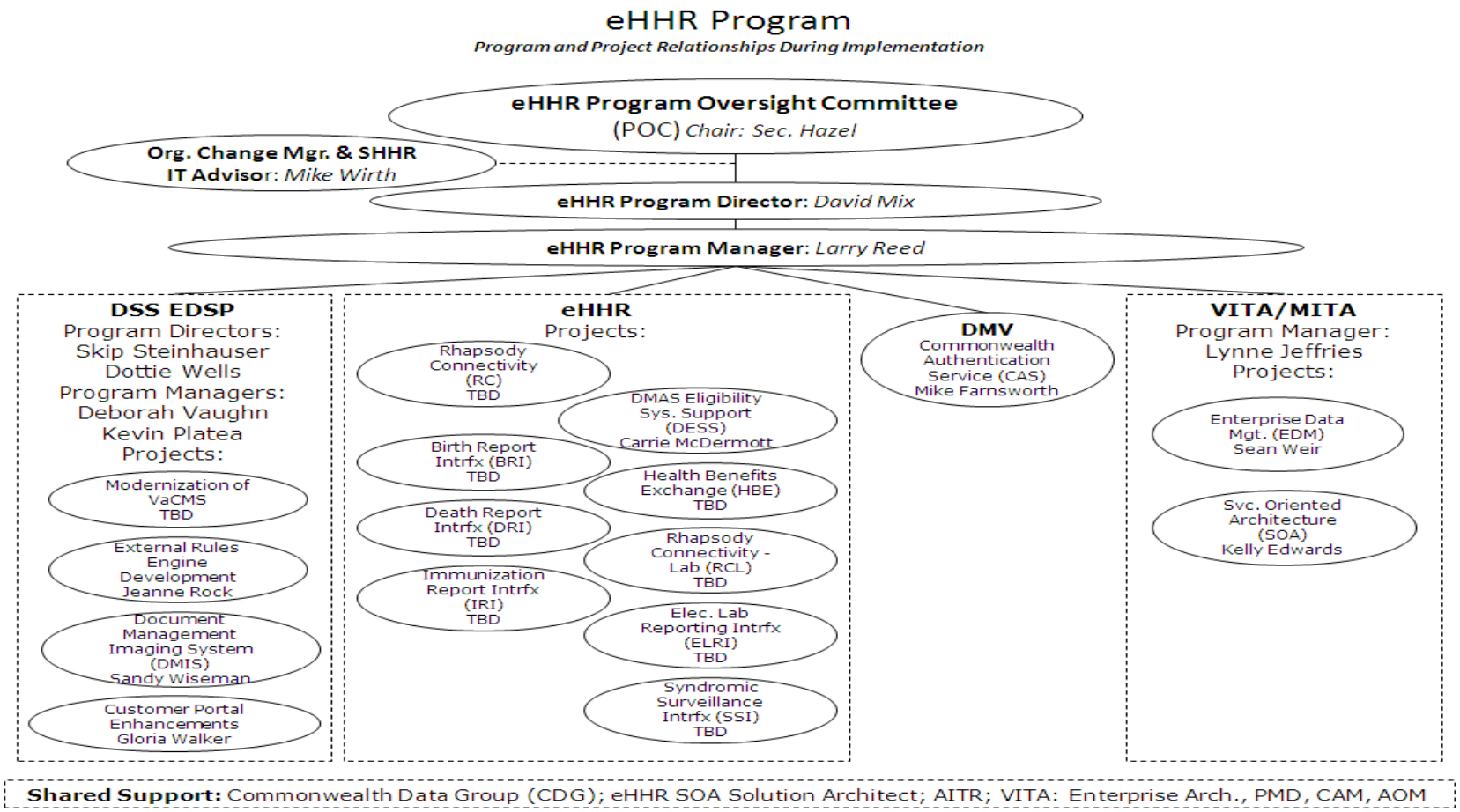
Program Management



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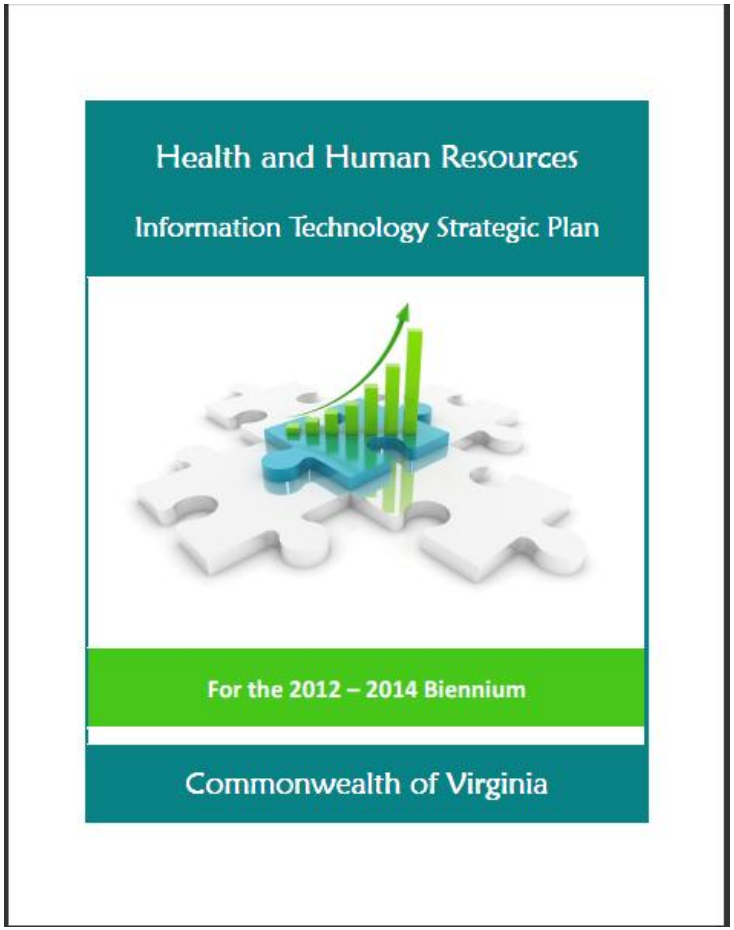
Strategic Planning



Office of the Governor

Agency Head
Work Profile and Performance Evaluation

% Time	Responsibilities	Performance Measures	Measurable Outcomes
%	**Strategic and Operational Planning and Execution**		
%	**Strategic Operations: Program Development, Implementation, Management, and Monitoring** Advances the agency's Strategic programs that are the main priorities the Governor, the Secretary and Agency. Assures program/service development, implementation, management, and monitoring of HHR Secretariat priority strategy initiatives and agency legacy/core initiatives so that agreed upon milestones, outcomes, and dates are met or exceeded that are identified within the HHR Dashboard, Virginia Performs, and all HHR approved strategic plans and internal project planning documents.		
	Prepare to Implement Health System Reform in 2014:	Develop and pilot a Customer Portal that allows easy access to application for public assistance programs including Child Care, TANF, SNAP, LIHEAP & Medicaid. Update local departments of social services (LDSS) and public on option for health care available in 2011 (i.e. high risk pool). Deploy agency assets in full support of Virginia's System Reform initiative.	Child Day Care Automation project completed on time and on budget. Customer portal project completed on time and on budget.

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VITA Project Management

- New office created to facilitate eHHR
- Leverage B-O-B VITA services
- Technology hosting
- Infrastructure Security
- Center of Excellence – SOA
- Center of Excellence – EDM/Data Stewardship

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Data Standards

The Need

Identified by the Appropriations Act 2009, Chapter 879

Prioritized Data Standards for Seven Business Areas

Type of Data Standard	Number Adopted
COV Internal Data Standard	2
COV Data Standard – Consistent with External	1
External Data Standard (Health IT)*	99
Total Adopted (Since Oct. 2009)	**102**

As of Feb. 2, 2012, an additional 25 new health IT external standards are in the process of being adopted

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Data Stewardship

eHHR Enhanced Memorandum of Understanding (E-MOU)

WITNESSETH:

WHEREAS, the Secretaries of Health and Human Resources, Technology, and Transportation desire to establish the eHHR Enhanced Memorandum of Understanding ("E-MOU") with the goal of enhancing the oversight, security and compliance that Data Standards and effective Data Stewardship are applied to Data Transmitted across participating agencies (hereinafter referred to individually as "Participant" and collectively as "Participants") for the benefit of the Commonwealth of Virginia and individuals participating in programs operated by agencies under these Secretariats;

WHEREAS, the Participants desire to electronically Transmit, on their own behalf or on behalf of their Participant Users, Data among Participants using the Performance and Service Specifications, as set forth below;

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Security

- Physical hosting and network security enforced by VITA. Intrusion Prevention, Intrusion Detection, Anti-Virus and Anti-Malware services
- Secure, N-tier web applications, SSL encrypted in-flight; data encrypted at rest
- Detailed audit logging supported – from environments through application services
- Leveraging CAS for citizen authentication for all web applications
- Goal is to be NIST level 2 compliant
- Utilizing EDM and DMV reference data to accurately (automatically) identify citizens
- Role based security controls access to data tie

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Success Factors

- Multi-level leadership
- Solid PMO
- It’s not just technology
- Concurrent work streams
- Education
- Build partnerships

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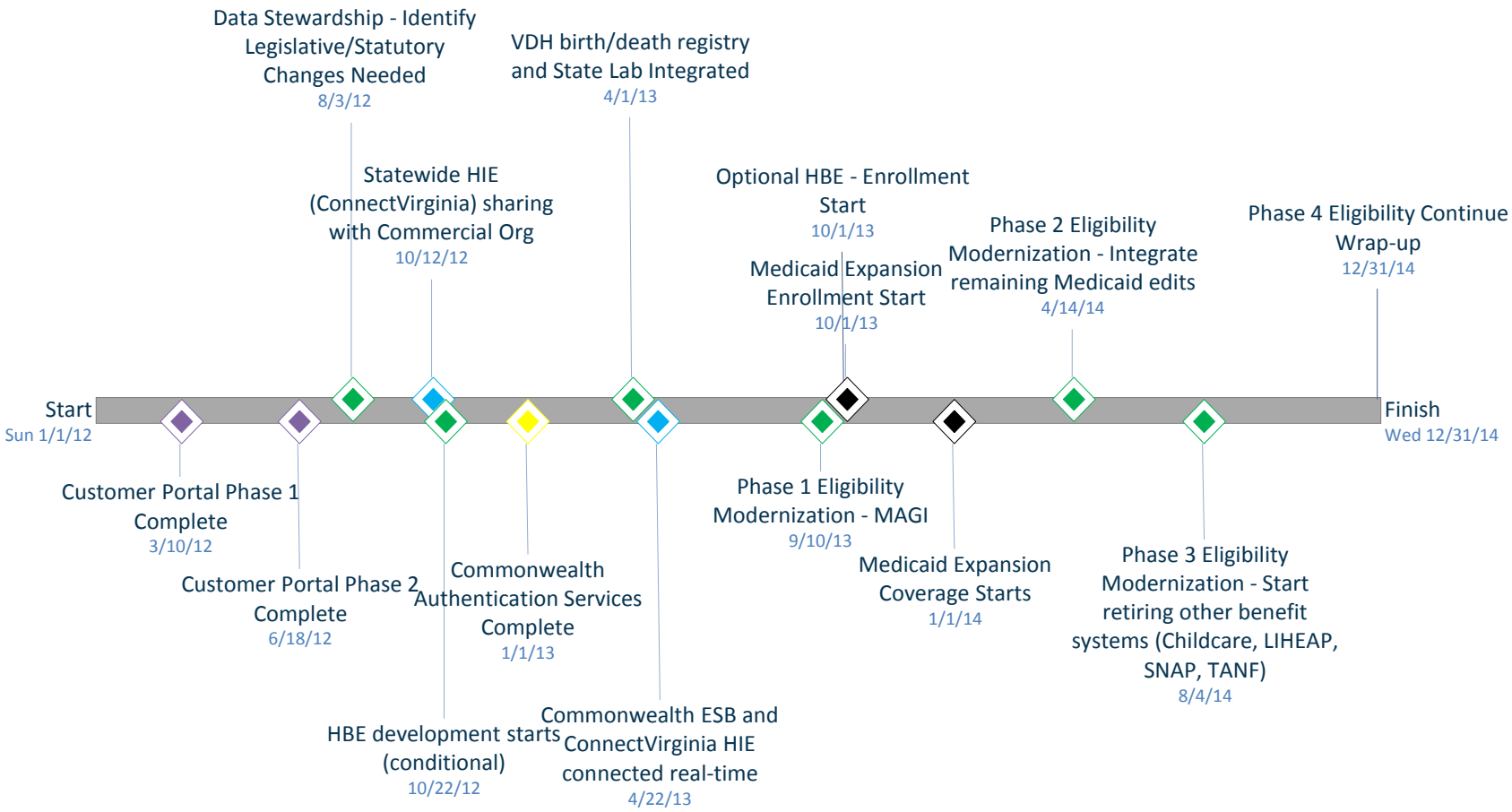
Timeline



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Prognosis

- Patient's in surgery but improving
- Incredibly tight timeline
- Still many pitfalls that will require creative solutions and diligent management to mitigate

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Questions

For reference – the HHR IT Strategic Plan can be found at:
http://www.dmas.virginia.gov/Content_pgs/mita-ovrw.aspx

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